

CHAPTER 26. SUBSTANTIVE RULES APPLICABLE TO TELECOMMUNICATIONS PROVIDERS.

Subchapter Q. 9-1-1 ISSUES.

§26.433. Roles and Responsibilities of 9-1-1 Service Providers.

- (a) **Purpose.** The provisions of this section are intended to assure the integrity of the state's emergency 9-1-1 system in the context of a competitive telecommunications market. In particular this section establishes specific reporting and notification requirements and mandates certain network interoperability, service quality standards and database integrity standards. The requirements in this section are in addition to the applicable interconnection requirements required by §26.272 of this title (relating to Interconnection). This section is not applicable to commercial mobile radio service (CMRS) providers that are not certificated telecommunications utilities (CTUs), or database management service providers offering service exclusively to CMRS providers that are not CTUs in the state of Texas.
- (b) **Definitions.** The following words and terms, used in this section shall have the following meanings, unless the context clearly indicates otherwise:
- (1) **9-1-1 administrative entity** — A regional planning commission as defined in Texas Health & Safety Code Annotated §771.001(10) and an emergency communication district as defined in the Texas Health & Safety Code Annotated §771.001(3).
 - (2) **9-1-1 database services** — Services purchased by the 9-1-1 administrative entity(ies) that accepts, processes, and validates subscriber record information of telecommunications providers for purposes of Selective Routing and Automatic Location Identification, and that may also provide statistical performance measures.
 - (3) **9-1-1 network services** — Services purchased by the 9-1-1 administrative entity(ies) that routes 9-1-1 calls from a 9-1-1 tandem or its equivalent to a public safety answering point(s).
 - (4) **9-1-1 database management services provider** — The entity designated by a 9-1-1 administrative entity to provide 9-1-1 database management services that support the provision of 9-1-1 services.
 - (5) **9-1-1 network services provider** — The CTU designated by the 9-1-1 administrative entity to provide 9-1-1 network services.
 - (6) **Automatic location identification (ALI)** — The automatic display at the public safety answering point (PSAP) of the caller's telephone number, the address/location of the telephone and supplementary emergency services information.
 - (7) **Alternate routing** — The capability of routing 9-1-1 calls to a designated alternate location if all 9-1-1 trunks to a primary PSAP are busy or out of service.
 - (8) **Automatic number identification (ANI)** — The telephone number associated with the access line from which a call originates.
 - (9) **Commercial Mobile Radio Service (CMRS)** — A mobile interconnected service provided for profit and available to the public.
 - (10) **Commission on State Emergency Communications (CSEC)** — The state commission formerly known as the Advisory Commission on State Emergency Communications, with the responsibilities and authority as specified in Texas Health and Safety Code, Chapter 771.
 - (11) **Default routing** — The capability to route a 9-1-1 call to a designated PSAP when the incoming 9-1-1 call cannot be selectively routed due to an ANI failure or other cause.
 - (12) **Emergency service number (ESN)** — A three to five digit number representing a unique combination of emergency service agencies designated to serve a specific range of addresses within a particular geographic area. The ESN facilitates selective routing and selective transfer, if required, to the appropriate PSAP and the dispatching of the proper service agency(ies).

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- (13) **Emergency service zone (ESZ)** — A geographic area that has common law, fire, and emergency medical services that respond to 9-1-1 calls.
 - (14) **Master street address guide (MSAG)** — A database maintained by each 9-1-1 administrative entity of street names and house number ranges within their associated communities defining ESNs and their associated ESNs to enable proper routing of 9-1-1 calls.
 - (15) **NXX** — A three-digit code, also commonly referred to as exchange or prefix, in which "N" is any digit 2 through 9 and "X" is any digit 0 through 9.
 - (16) **Numbering plan area (NPA)** — Also commonly referred to as an area code. An NPA is the first three digit code in the ten digit numbering format that applies throughout areas served by the North American Numbering Plan number for a particular calling area.
 - (17) **P.01 grade of service** — A standard of service quality intended to measure the probability (P), expressed as a decimal fraction, of a telephone call being blocked. P.01 is the grade of service reflecting the probability that one call out of 100 during the average busy hour will be blocked.
 - (18) **Public safety answering point (PSAP)** — A continuously operated communications facility established or authorized by local governmental authorities that answers 9-1-1 calls originating within a given service area, as further defined in Texas Health and Safety Code Chapters 771 and 772.
 - (19) **Selective routing (SR)** — The routing of a 9-1-1 call to the proper PSAP based upon the location of the caller. Selective routing is controlled by the ESN which is derived from the customer location.
 - (20) **Selective routing tandem switch** — Switch located in a telephone central office that is equipped to accept, process, and route 9-1-1 calls to a specific location.
 - (21) **Service order system** — System used by a telecommunications provider that, among other functions, tracks customer service requests and billing data.
 - (22) **Telecommunications provider** — As defined in PURA §51.002(10).
 - (23) **Wholesale service** — As defined in §26.5 of this title (relating to Definitions).
- (c) **9-1-1 service provider certification requirements.** A 9-1-1 database management services provider must be a certificated telecommunications utility in order to provide a necessary element of 9-1-1 service in the state of Texas.
- (d) **Requirement to prepare plan and reporting and notification requirements.**
- (1) **Network Services Plan.** By September 1, 2000, a 9-1-1 network services provider shall prepare and file with the commission a network services plan. The plan shall be updated upon a change affecting a 9-1-1 administrative entity, a 9-1-1 database management services provider, or a 9-1-1 network services provider, but not more often than quarterly of each year. Material submitted to the commission pursuant to this section believed to contain proprietary or confidential information shall be identified as such, and the commission may enter an appropriate protective order. The network services plan shall include:
 - (A) a description of the network services and infrastructure for equipment and software being used predominantly for the purpose of providing 9-1-1 services, including but not limited to, alternate routing, default routing, central office identification, and selective routing, ESN, and transfer information;
 - (B) a schematic drawing and maps illustrating current 9-1-1 network service arrangements specific to each 9-1-1 administrative entity's jurisdiction for each applicable rate center, city, and county. The maps shall show the overlay of rate center, county, and city boundaries; and

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- (C) a schedule of planned network upgrades and modifications that includes an explanation of the 9-1-1 customer premise equipment implications, if any, related to upgrades and modifications.
 - (2) **Database Services Plan.** By September 1, 2000, a 9-1-1 database management services provider shall prepare and file with the commission a database services plan. The plan shall be updated upon a change affecting a 9-1-1 administrative entity, a 9-1-1 database management services provider, or a 9-1-1 network services provider, but not more often than quarterly of each year. Material submitted to the commission pursuant to this section believed to contain proprietary or confidential information shall be identified as such, and the commission may enter an appropriate protective order. The database services plan shall include:
 - (A) a narrative description of the current database services provided, including but not limited to a description of current 9-1-1 database management service arrangements and each NPA/NXX by selective router served by the database management services provider;
 - (B) a schematic drawing and maps of current 9-1-1 database service arrangements specific to the applicable agency's jurisdiction for each applicable rate center, city, and county. The maps shall show the overlay of rate center, county, and city boundaries;
 - (C) a current schedule of planned database management upgrades and modifications, including software upgrades;
 - (D) an explanation of the 9-1-1 customer premises equipment implications, if any, related to any upgrades and modifications referenced in subparagraph (C) of this paragraph; and
 - (E) a description of all database contingency plans for 9-1-1 emergency service.
 - (3) **Other notification requirements.** A CTU shall notify all affected 9-1-1 administrative entities at least 30 days prior to activating or using a new NXX in a rate center or upon the commencement of providing local telephone service in any rate center.
- (e) **Network interoperability and service quality requirements.** In order to ensure network interoperability and a consistent level of service quality the following standards shall apply.
- (1) A CTU operating in the state of Texas shall:
 - (A) Participate, as technically appropriate and necessary, in 9-1-1 network and 9-1-1 database modifications; including, but not limited to, those related to area code relief planning, 9-1-1 tandem reconfiguration, and changes to the 9-1-1 network services or database management services provider.
 - (B) Notify and coordinate changes to the 9-1-1 network and database with, as necessary and appropriate, its wholesale customers, all affected 9-1-1 administrative entities, and CSEC.
 - (C) Provide a P.01 grade of service on the trunk groups required from the end office(s) to the designated selective routing tandem and from the selective routing tandem to the PSAP.
 - (D) Apprise all affected 9-1-1 administrative entities of any failure to meet the P.01 grade of service in writing and correct any degradation within 60 days.
 - (2) A telecommunications provider operating in the state of Texas shall:
 - (A) Provide to all applicable 9-1-1 administrative entities the name, title, address, and telephone number of the telecommunications provider's 9-1-1 contact including but not limited to, a designated contact person to be available at all times to work with the applicable 9-1-1 Administrative Entities, CSEC and the commission to resolve 9-1-1-related emergencies. CSEC shall be notified of any change to a telecommunications provider's designated 9-1-1 contact personnel within five business days.

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- (B) Develop a 9-1-1 disaster recovery and service restoration plan with input from the applicable regional planning commission or emergency communication district, CSEC and the commission.
- (f) **Database integrity.** In order to ensure the consistent quality of database information required for 9-1-1 services, the following standards apply.
- (1) A CTU operating in the state of Texas shall:
- (A) Utilize a copy of the 9-1-1 administrative entity's MSAG or other appropriate governmental source, such as post offices and local governments, to confirm that valid addresses are available for 9-1-1 calls for areas where the 9-1-1 service includes selective routing, or automatic location identification, or both, in order to confirm that valid addresses are available for 9-1-1 calls. This requirement is applicable where the 9-1-1 administrative entity has submitted an MSAG for the service area to the designated 9-1-1 database management services provider. The MSAG must be made available to the CTU at no charge and must be in a mechanized format that is compatible with the CTU's systems. This requirement shall not be construed as a basis for denying installation of basic telephone service, but as a process to minimize entry of erroneous records into the 9-1-1 system.
- (B) Take reasonable and necessary steps to avoid submission of telephone numbers associated with non-dialtone generating service to the 9-1-1 database management services provider.
- (C) Submit corrections to inaccurate subscriber information to the 9-1-1 database management services provider within 72 hours of notification of receipt of the error file from the 9-1-1 database management services provider.
- (D) As applicable, coordinate 9-1-1 database error resolution for resale customers.
- (2) A 9-1-1 database management services provider operating in the state of Texas shall:
- (A) Provide copies of the MSAG(s) for the 9-1-1 administrative entities it serves to any CTU authorized to provide local exchange service within the jurisdiction of those 9-1-1 administrative entities. The 9-1-1 database management services provider shall make all updates to the MSAG electronically available to CTUs within 24 hours of update by the 9-1-1 administrative entity.
- (B) Upon receipt of written confirmation from the appropriate CTU, delete inaccurate subscriber information within 24 hours for deletions of fewer than 100 records. For deletions of 100 records or more, the database management service provider shall delete the records as expeditiously as possible within a maximum time frame of 30 calendar days.
- (g) **Cost recovery.** A CTU may not charge a 9-1-1 administrative entity, through tariffed or non-tariffed charges, for the preparation and transfer of files from the CTU's service order system to be used in the creation of 9-1-1 call routing data and 9-1-1 ALI data.
- (h) **Unbundling.** A dominant CTU that is a 9-1-1 network services provider and a 9-1-1 database management services provider, if it has not already done so prior to the effective date of this rule, must file within 90 days from the effective date of this rule an alternative 9-1-1 tariff that provides 9-1-1 administrative entities the option to purchase any separately offered and priced 9-1-1 service.